

City of Arlington, Texas

Chief Information Officer



Arlington is a City of uncompromising quality, where government is recognized for its innovative and dynamic approach to problem solving and customer service.



The City of Arlington, Texas, is seeking a Chief Information Officer

THE COMMUNITY

The City of Arlington (pop. 365,438), now the seventh largest city in Texas, is seeking a results-oriented executive to serve as Chief Information Officer. Located in the Dallas/Fort Worth Metroplex, Arlington is a full-service city supported by a total budget of \$431 million and a full-time staff of 2,477.

The City offers many amenities including superior, affordable housing; one of the best school districts in the state; and the University of Texas at Arlington, with 32,000 students. Arlington is also home to General Motors, Texas Health Resources, AmeriCredit, Siemens, Lear, Aetna and Chase Bank.

The City's Entertainment District, with premiere amusement parks, the Texas Rangers Baseball Club and Cowboys Stadium, draws over 6.8 million visitors a year. Additionally, both Dallas and Fort Worth have world-class orchestras, theaters,

and some of the finest museums in the world, all less than 30 minutes away. Arlington is an exciting place to live and work and offers something for everyone.

CITY GOVERNMENT

The City of Arlington operates under the Council-Manager form of government. The City has eight Council members and a Mayor. Five of the Council members are elected from geographic districts, three are elected at-large, and the Mayor is also elected at-large. The Council appoints the City Manager, City Attorney, City Auditor and Municipal Judges. Deputy City Managers and Department Directors are appointed by the City Manager. Jim Holgersson has served as City Manager since June 2005.

Arlington is consistently ranked as one of the best managed cities in the nation. To learn more about the City of Arlington, visit the City's website at www.ArlingtonTX.gov.



ARLINGTON STATISTICS

- **Founded** 1876, incorporated April 21, 1884
- **Population** 365,438 (based on latest Census data)
- **Land Area** approximately 100 square miles
- **City of Arlington Property Tax Rate** .6480 per \$100 valuation
- **Median Age** 30.9 years old
- **Median Household Income** \$48,617
- **Served by Two Institutions of Higher Learning:** University of Texas at Arlington, Tarrant County College Southeast Campus
- **Served by Four Independent School Districts:** Arlington ISD, Kennedale ISD, Mansfield ISD, Grand Prairie ISD
- **Population by Race and Ethnicity*:** White 59.0%, Black or African American 18.8%, American Indian and Alaska Native 0.7%, Asian 6.8%, Native Hawaiian and Other Pacific Islander 0.1%, Two or more races 3.3%, Hispanic or Latino (of any race) 27.4%, Other 11.3% *Source: 2010 Census, U.S. Census Bureau
- **Parks & Recreation:** Park acres 4,651, Recreation Centers 5, Senior Centers 2, Tennis Courts 49, Swimming Pools 7, Miles of Park Trail 44, Basketball Courts 21, Golf Courses 4, Softball Complexes 2
- **Visitors to Arlington:** 6.8 million

Strategic Support Group

The Information Technology (IT)

Department is responsible for security; mainframe operations, mainframe application and technical support; business consulting services; Geographic Information System operation, maintenance, and development; database administration services; and Web services including administration, maintenance and development.

The Financial and Management

Resources Department is responsible for preparing the City's Comprehensive Annual Financial Report, processing payments to City vendors, preparing City payroll, procuring goods and services, monitoring consolidated tax collection efforts, and directing the City's cash and debt portfolio management activities. It also provides support and information to assist the City Manager and the Mayor and City Council in management decision-making. The Department facilitates the development and tracking of the citywide business plan and performance based budget. It also focuses on information content development and distribution, citywide knowledge management, and acts as a strategic partner with departments to implement special initiatives with citywide impact.

Judicial Authority resides in the four (4) **Municipal Courts of Record**, which are responsible for the interpretation and adjudication of Class "C" criminal misdemeanors enacted by the Texas Legislature or the Arlington City Council. Court proceedings include required appearance dockets, as well as hearing and adjudication of certain civil matters involving the City, such as property disposition hearings, nuisance abatement hearings or appeals, red light appeals, dangerous dog and animal cruelty hearings, and dangerous and substandard building hearings.

Workforce Services focuses on recruitment/selection, training and development, organizational development, employee relations, compensation, benefits design and administration, strategic partnerships with operating departments, risk management and safety for the City. Divisions in the department include Operations, Employee Services, Organizational Development and Risk Management.

FY 2011 Budget Highlights

The FY 2011 Budget funds a variety of City programs and services, including 2,477 authorized full-time positions, relocation of Fire Station #9 and implementation of the Municipal Court INCODE case management system. The budget also funds investments in economic development initiatives, infrastructure and continued investments in neighborhoods. Grant funding to expand our library partnership with AISD and MISD, enhancement of our Convention Center facility, and a quality benefits and compensation package for employees are also addressed within a balanced budget with no property tax increase.



Chief Information Officer

Software Development

Security and Asset Mgmt

Business Services

Infrastructure

Program Management

Department Vision

The Information Technology Department is dedicated to being a vital partner throughout City departments by providing quality services through the innovative use of technology. We accomplish this by:

- Ensuring timely and courteous response to our customer's technology requests
- Providing a stable network infrastructure system to support the City's technology needs
- Building productive relationships within and beyond the Information Technology Department
- Defining, managing and effectively communicating our capabilities
- Providing enterprise systems and solutions to meet the City's goals
- Meeting our commitments

Current Projects and Priorities

- Implement AMANDA Work Order Management in Health Division
- Storage Area Network Replacement, involving the migration of 12.5 Terabytes of data
- Install New VoIP Telephone System, deploying 1,118 phones citywide
- Complete Inventory of IT Assets
- Provide Department Directors with a Tool or Report to Verify who has Access to Files and Folders
- Upgrade the Wireless Public Internet System in City Hall



Ideal Candidate

Candidates for this position should be exceptional leaders, capable of planning and directing the services of this department and coordinating efforts with other divisions and city departments within a sophisticated fast-paced environment.

Candidates should be genuinely committed to the development of a strong customer service ethic, responsive to organizational needs, and open and honest in all internal and external relationships.

The desired candidate will be known for the use of innovative, forward thinking and creative methods in planning for workforce development. He/she must be capable of managing highly complex issues in the context of an overall management team and be action oriented, as well as open to change and innovation.

Exceptional oral/public speaking and written communication skills are needed, as the Director will be called upon to make presentations in a clear and credible manner before employee groups, citizen groups, committees, councils, media and management staff at all levels. Advanced technical knowledge must be coupled with the ability to relay complex matters in laypersons' terms.

He/she must have the ability to build relationships, be flexible and work in a team-oriented matrix organization. In addition, a penchant for clarity, conciseness and action is needed, as well as persuasive skills to ensure that concepts are easily understood and visualized. An individual who takes an entrepreneurial approach to problem solving is preferred.

The person in this position should be assertive in presenting his/her professional opinions in a tactful and diplomatic manner. This position requires a person with a high energy level, capable of operating with significant independence and initiative, yet open to direction from City management and policy makers. He/she must have a great deal of political savvy. A hands-



on approach and willingness to lead by example are required. This is a position of public trust; personal integrity and ethics must be beyond reproach.

The ideal candidate will be highly motivated to maintain current knowledge of available technology and best practices in the information management and technology field. In this same regard, he/she should be committed to an appropriate level of professional networking in government technology-related organizations.

Extensive experience in the management of information technology and related resources must be evident in the background of the successful candidate.

This includes a stable history of five to seven years in progressively responsible positions within complex customer service driven organizations that provide information management services to organizations with staff size and an overall operating budget similar to the City of Arlington.

At least five years of the candidate's work experience must be in a management capacity over a sizable professional and technical staff. The candidate's experience should include exposure to the full array of information management, automation and technology, preferably in a municipal or related environment. Experience in dealing with consultants and outside vendors is a plus.

Education should include a minimum of a Bachelor's degree in Business, Computer Science, Management, or a closely related field, with a Master's degree in Business or Computer Science preferred. A Class C Texas Operators License is required.

Compensation and Benefits

\$122,360 – 135,956 plus executive benefits

Helpful links:

www.ArlingtonTX.gov
www.championarlington.com
www.arlingtontx.com
www.aisd.net www.uta.edu
www.tccd.edu

Application and Selection Process

Interested candidates should submit cover letter, current resume and at least five work related references including contact numbers. References will not be contacted until mutual interest has been established. Finalists will complete a thorough interview and background investigation process to include verification of all credentials, experience, pre-employment criminal background check, credit evaluation and motor vehicle review.

Applications/resumes will be accepted until April 29, 2011 or until the position is filled. EOE. Reasonable accommodations available upon request.

Submit resumes to:

Resumes and cover letters can be submitted on-line via
www.watersconsulting.com/recruitment.

For additional information regarding this position please contact:

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